

**OFFICE
AUTOMATION
ASSISTANT
GS-0326-05**

**ADMINISTRATIVE
SUPPORT**

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Office Automation Assistant, GS-0326-05

Purpose of position:

The primary purpose of this position is to perform office automation work, including word processing, and a variety of clerical functions in support of the organization's mission and functions.

Organization:

Administrative Support Branch

Organization goals:**II. MAJOR DUTIES****A. Duty (Critical):**

The employee uses the full range of functions, including advanced processes, of one or more word processing software and/or desktop publishing applications to produce a variety of documents. May also use various functions of other software types such as calendars, electronic mail, spreadsheets, or graphics. The employee plans and carries out assignments with considerable independence. (25%)

Tasks:

1. Types, edits, formats and prints a wide variety of documents for the office staff, including correspondence, reports, technical notes, presentation and briefing material in accordance with established guidelines and procedures. Source materials are either written drafts or voice recordings. Some complex formats require the integration of material from one type of software application (i.e, database, graphics, spreadsheet) into the word processing document.
2. Determines the appropriate form, arrangement and spacing for the document, based on the nature of the subject matter being typed and its intended use.
3. Resolves problems involving the interpretation of drafts by contacting the originator or by relying on previous experience.
4. Edits material and makes necessary corrections in grammar, punctuation, spelling, and format.
5. Consolidates information for various reports in accordance with established procedures and deadlines.
6. Maintains documents in electronic files for easy retrieval. Makes backup copies of stored data as appropriate.
7. Operates a computer, peripheral equipment and appropriate software to perform various computer operations in support of office operations, such as

producing reports, maintaining databases, and inputting time cards and travel order information.

8. Maintains and updates computer user manuals, reference books and operating handbooks.

Selected Staffing KSAs:

A1, A2, A3, A4, A5, A6, A7

B. Duty (Non-Critical):

This position provides indirect support to a variety of internal and external work units. Indirect support includes scheduling resources, data entry and extraction from electronic database, file maintenance using manual and electronic systems. (25%)

Tasks:

1. Provide clerical support to the command fire fighting school operations by maintaining course schedules and training records.
2. Provide clerical support to the Information and Personnel Security Program manager.
3. Maintain the PROKEY mechanized fuel usage database, produce reports and provide management information.
4. Maintain accurate MSDS files at required locations.
5. Maintain the Personal Property Consignment Instruction Guide (PPCIG) hardcopy library by downloading updates on a daily basis.
6. Prepare electronic and hardcopy Requests for Personnel Action and submit for signature or forward electronically for approval and release.

Selected Staffing KSAs:

C. Duty (Critical):

The employee provides clerical support to ensure efficient office operations. Performs a variety of receptionist and other clerical and administrative functions, using judgment to answer recurring questions and resolve problems. (25%)

Tasks:

1. Receives phone calls and visitors. Answers routine inquiries or refers to staff members.
2. Establishes and maintains a variety of files for easy retrieval. Files include those involving numerous subject headings and subheading. Cross-references files containing correspondence, reports, reference material, and other office records.
3. Reviews incoming correspondence and determines the action required and its

priority. Routes and distributes mail to appropriate individuals. Establishes and maintains suspense files to ensure timeliness of actions. Follows up on suspense dates to ensure that required actions and responses are made within deadlines.

4. Maintains and orders office supplies, as requested by other staff members. Tracks requisitions to ensure timely completion.

5. Prepares time and attendance data for appropriate supervisory endorsement. Submits data in a timely manner, in accordance with office procedures.

Selected Staffing KSAs:

A8, A9

D. Duty (Critical):

The employee works with source documents, files, and/or prepares products that are classified and covered by special procedures and regulations. (5%)

Tasks:

1. Ensures that security procedures are strictly followed when completing assignments.
2. Complies with security regulations governing control of classified documents.

Selected Staffing KSAs:

A10

E. Duty (Critical):

The employee maintains technical publications, manuals, and technical order files. (20%)

Tasks:

1. Ensures publications are current and correctly posted.
2. Ensures obsolete local publications are rescinded in a timely manner.
3. Exercises control over reference materials. Provides check out services, and recovers lost materials to assure documents are readily available.
4. Performs inventory functions, ensuring missing items are replaced promptly.

Selected Staffing KSAs:

A8, A9

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of the full range of word processing software functions

4. Knowledge of correspondence rules and regulations
5. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
6. Ability to communicate orally
7. Ability to communicate in writing
8. Knowledge of common clerical practices and office routines
9. Ability to interpret and apply regulations and procedures pertaining to administrative support such as timekeeping, travel, etc.
10. Knowledge of security regulations and procedures

B. Basic Training Competencies:

1. Knowledge of automation tools
2. Ability to use office automation technology to generate reports, briefing materials and/or comparable documents; must be a qualified typist
3. Knowledge of the organizational and functional responsibilities and operations of the organization
4. Knowledge of the full range of word processing software functions
5. Knowledge of correspondence rules and regulations
6. Ability to prepare and/or edit written correspondence, ensuring proper use of English grammar, spelling and punctuation
7. Ability to plan, organize, prioritize work, and meet deadlines
8. Ability to communicate orally
9. Ability to communicate in writing
10. Knowledge of graphics software functions, processes and capabilities
11. Knowledge of common clerical practices and office routines
12. Ability to interpret and apply regulations and procedures pertaining to administrative support such as timekeeping, travel, etc.
13. Knowledge of security regulations and procedures

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge

Level 1-3 (350 Points)

1. - Knowledge of the capabilities, operating characteristics, and advanced functions of one type of office automation software (e.g., word processing, desktop publishing, graphics, database, spreadsheet, or communication).

- Knowledge of processing procedures for performing a substantial range of functions of several software types for various office needs. Skill sufficient to perform such tasks as producing a wide range of documents incorporating data from different software applications, or updating databases or spreadsheets.
2. - Knowledge of the advanced functions of one or more word processing/desktop publishing software packages to be able to perform a substantial range of operations and produce complex formats. Examples of advanced functions include: generating table of contents, importing graphics, or establishing the precise alignment of multiple columns.
3. - Knowledge of the organization's functions, programs, structure, routines and procedures to receive phone calls and visitors, personally provide information on routine or procedural matters, or refer the question to

the appropriate staff members.

- Knowledge of the subject area for which the organization is responsible sufficient to perform such tasks as locating and summarizing material, filing material that may be difficult to categorize, as well as the more routine filing and mail duties.

- Knowledge of the requirements and procedures pertaining to file and record systems and their maintenance.

- Knowledge of administrative and clerical rules, practices and procedures applicable to the processing of forms and requests used in various office support tasks, such as time and attendance, travel and office supply requisitioning.

4. - Knowledge of security regulations and procedures governing control, filing, maintenance, destruction, and preparation of classified materials.

Factor 2. Supervisory Controls

Level 2-3 (275 Points)

The employee receives assignments with established objectives, priorities and deadlines. Plans and completes work in accordance with established office procedures and office automation practices. Uses initiative to resolve problems encountered. Coordinates efforts with other employees involved in or affected by new or revised procedures. Completed work is reviewed for technical soundness, usefulness and conformance with office operating requirements.

Factor 3. Guidelines

Level 3-2 (125 Points)

The employee selects the most appropriate guidance from established procedures. Judgement is required either because the guides are numerous and similar, or because there are alternative procedures for accomplishing a function. Guidelines typically include software user manuals and tutorials, correspondence procedures, time and leave instructions, and sample work products. The supervisor is consulted if the existing guidelines cannot be applied or significant deviations are proposed.

Factor 4. Complexity

Level 4-2 (75 Points)

The employee performs duties that involve related steps, processes or methods that are often numerous and varied. Determines what needs to be done based on choices between alternatives with easily recognizable differences. Selects the appropriate procedures and/or action, choosing from options that differ in such things as the type of software used, type of document or report to be produced or edited, or existing prerecorded formats.

Factor 5. Scope and Effect

Level 5-2 (75 Points)

The employee follows established rules and procedures in collecting, organizing, and providing information. The employee's work affects the adequacy or acceptability of related processes or services, such as the way other employees document, receive or transmit information, and increases the usefulness of the information involved.

Factor 6. Personal Contacts

Level 6-2 (25 Points)

The employee regularly meets with agency employees from outside the immediate organization.

Factor 7. Purpose of Contacts**Level 7-1 (20 Points)**

The employee contacts others to exchange information necessary to accomplish assignments.

Factor 8. Physical Demands**Level 8-1 (5 Points)**

The employee does sedentary work, such as sitting comfortably. There may be some walking, standing, bending or carrying of light items.

Factor 9. Work Environment**Level 9-1 (5 Points)**

The employee works in an adequately lighted and ventilated office environment. Observes normal safety precautions.

V. CLASSIFICATION SUMMARY**In this position:**

- Duty A. 25% GS-0326-05 Office Automation Assistant
Advanced Word Processing/Desktop Publishing
- Duty B. 25% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-
Provide indirect support to divisions
- Duty C. 25% GS-0326-04 Office Automation Clerk
Clerical Support
- Duty D. 5% GS-0326-02 Office Automation Clerk
Security Accountability
- Duty E. 20% GS-0326-03 Office Automation Clerk
Technical Publications/Manuals/Files

List of Modified Duties and Factors:

Duty B. has been added.

The classification criteria for the office automation work performed is based on the U.S. Office of Personnel Management (OPM) position classification standard for the Office Automation Clerical and Assistance Series, GS-326, and the Office Automation Grade Evaluation Guide (TS-100 dated November 1990). The Grade Level Guide for Clerical and Assistance Work (TS-91 dated June 1989) was referenced in evaluating the general clerical duties.

GS-05 Point range: 855 - 1100
Total Point: 955
Grade: GS-05

VI. CLASSIFICATION REMARKS:

Duty B is consistent with the GS-0326 Position Classification Summary at the GS-05 level.